

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Application Number: 10/730,330

Filing Date: 12/8/2003

Applicant(s): Thomas E. Creamer, Neil Katz, Victor S. Moore  
and Scott Winters

Entitled: OPERATING A CALL CENTER BASED UPON LINE  
INFORMATION DATABASE (LIDB) DATA

Examiner: Knowlin, Thjuan P.

Group Art Unit: 2614

Attorney Docket No.: BOC920030109US1 (1082-013U)

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Mail Stop Amendment  
Commissioner For Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Non-Final Official Action mailed October 6, 2006 (the "Non-Final Office Action"), please enter the following amendments in the above-referenced patent application (the "Patent Application"), and further please consider the following remarks establishing the patentability of the amended and original claims of Patent Application.

A listing of the Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.